CLAIMS

We claim:

1.   A method comprising:

    receiving an input through a graphical user interface;

    determining a data type, wherein the data type is associated with a set of
        configuration items, wherein each of the configuration items is represented
        in a markup language, and wherein the configuration items correspond to
        configuration data stored in an operation support system;

    selecting an operation based on the configuration item data type, wherein the
        operation is associated with the input; and

    performing the operation.

2.   The method of claim 1, wherein the each of the configuration items is stored in a separate configuration item file.

3.   The method of claim 2, wherein the determining the data type is based on content of the at least one of the separate configuration item files, and wherein the determining is based on a markup language schema or an XPath expression.

4.   The method of claim 1, wherein the data type is associated with a data type definition, wherein the data type definition is one of a user-extendable set of data type definitions.

5.   The method of claim 4, wherein the data type definition is represented in a markup language.

6.   The method of claim 1, wherein the operation is one of a user-extendable set of operations associated with the data type.

7.   A method comprising:

receiving a selection of a configuration item, wherein the configuration item is

associated with a data type, and wherein the configuration item is

represented in a markup language;

selecting a first set of one or more operations from a second set of operations,

wherein the selecting is based on the data type;

presenting the first set of one or more operations;

receiving a selection of an operation of the first set the one or more operations;

and

performing the operation.

8.   The method of claim 7, wherein the configuration item is stored in an operations support system.

9.   The method of claim 7, wherein the each of the configuration items is stored in a separate configuration item file.

10.   The method of claim 7, wherein the data type is associated with a data type definition, wherein the data type definition is one of a user-extendable set of data type definitions.

11.   The method of claim 10, wherein the data type definition is represented in a markup language.

12.   The method of claim 7, wherein the first set of operations is a user-extendable set.

13.   A method comprising:

executing an interactive utility that is associated with a configuration item data

type, wherein the executing includes,

displaying a dialog box, wherein the dialog box includes one or more

input fields;

receiving data in one or more of the inputs fields; and

inserting the data into a markup language representation of a configuration

item, wherein the configuration item is of the configuration item

data type.

14.   The method of claim 13, wherein the interactive utility is on of a user-extendable set of interactive utilities.

15.   The method of claim 13, wherein the configuration item data type is associated with a plurality of interactive utilities.

16.   A method comprising:
        determining a data type associated with one or more configuration items, wherein
                the one or more configuration items include a fist set of property values,
                and wherein the one or more configuration items are associated with
                configuration data stored in an operations support system;
        determining a second set of properties, wherein ones of the second set of
                properties are associated with the data type, and wherein ones of the
                second set of properties correspond with ones of the first set of property
                values;
        presenting a property sheet, wherein the property sheet includes certain ones of
                the set of properties, and wherein the property sheet includes input fields
                associated with certain ones of the first set of property values;
        receiving data in the input fields; and
        modifying ones of the first set of property values based on the data.

17.   The method of claim 16, wherein the second set of properties is a user-extendable set.

18.   The method of claim 16, wherein the data type is associated with a data type definition, wherein the data type definition is one of a user-extendable set of data type definitions.

19.   The method of claim 18, wherein the data type definition is represented in a markup language.

20.   An apparatus comprising:

Atty Docket No. 500.829US1

a data types module to determine a data type, wherein the data type is associated

    with a set of configuration items, wherein each of the configuration items

    is represented in a markup language, and wherein the configuration items

    correspond to configuration data stored in an operation support system;

a system controller module to receive the data type from the data types module,

    wherein the system controller module is adapted to select an operation

    based on the data type, and wherein the system controller is adapted to

    perform the operation.

21.   The apparatus of claim 20, wherein the each of the configuration items is stored in a separate configuration item file.

22.   The apparatus of claim 21, wherein the determination of the data type is based on content of the at least one of the separate configuration item files, and wherein the determination of the data type is based on a markup language schema or an XPath expression.

23.   The apparatus of claim 20, wherein the data type is associated with a data type definition, wherein the data type definition is one of a user-extendable set of data type definitions.

24.   The apparaus of claim 23, wherein the data type definition is represented in a Extensible Markup Language.

25.   A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

    receiving an input through a graphical user interface;

    determining a data type, wherein the data type is associated with a set of

        configuration items, wherein each of the configuration items is represented

        in a markup language, and wherein the configuration items correspond to

        configuration data stored in an operation support system;

    selecting an operation based on the configuration item data type, wherein the

        operation is associated with the input; and

performing the operation.

26.   The machine-readable medium of claim 25, wherein the each of the configuration items is stored in a separate configuration item file.

27.   The machine-readable medium of claim 26, wherein the determining the data type is based on content of the at least one of the separate configuration item files, and wherein the determining is based on a markup language schema or an XPath expression.

28.   The machine-readable medium of claim 25, wherein the data type is associated with a data type definition, wherein the data type definition is one of a user-extendable set of data type definitions.

29.   The machine-readable medium of claim 28, wherein the data type definition is represented in a markup language.

30.   The machine-readable medium of claim 25, wherein the operation is one of a user-extendable set of operations associated with the data type.

31.   A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

        receiving a selection of a configuration item, wherein the configuration item is associated with a data type, and wherein the configuration item is represented in a markup language;

        selecting a first set of one or more operations from a second set of operations, wherein the selecting is based on the data type;

        presenting the first set of one or more operations;

        receiving a selection of an operation of the first set the one or more operations; and

        performing the operation.

32.   The machine-readable medium of claim 31, wherein the configuration item is stored in an operations support system.

Atty Docket No. 500.829US1

33.   The machine-readable medium of claim 31, wherein the each of the configuration items is stored in a separate configuration item file.

34.   The machine-readable medium of claim 31, wherein the data type is associated with a data type definition, wherein the data type definition is one of a user-extendable set of data type definitions.

35.   The machine-readable medium of claim 34, wherein the data type definition is represented in a markup language.

36.   The machine-readable medium of claim 31, wherein the first set of operations is a user-extendable set.

37.   A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

     executing an interactive utility that is associated with a configuration item data type, wherein the executing includes,

          displaying a dialog box, wherein the dialog box includes one or more input fields;

          receiving data in one or more of the inputs fields; and

          inserting the data into a markup language representation of a configuration item, wherein the configuration item is of the configuration item data type.

38.   The machine-readable medium of claim 37, wherein the interactive utility is on of a user-extendable set of interactive utilities.

39.   The machine-readable medium of claim 37, wherein the configuration item data type is associated with a plurality of interactive utilities.

40.   A machine-readable medium that provides instructions, which when executed by a machine, cause the machine to perform operations comprising:

     determining a data type associated with one or more configuration items, wherein the one or more configuration items include a fist set of attributes, and

wherein the one or more configuration items are associated with
configuration data stored in an operations support system;

determining a second set of properties, wherein ones of the second set of
properties are associated with the data type, and wherein ones of the
second set of properties correspond with ones of the first set of attributes;

presenting a property sheet, wherein the property sheet includes certain ones of
the set of properties, and wherein the property sheet includes input fields
associated with certain ones of the first set of attributes;

receiving data in the input fields; and

modifying ones of the first set of attributes based on the data.

41.   The machine-readable medium of claim 40, wherein the second set of properties
is a user-extendable set.

42.   The machine-readable medium of claim 40, wherein the data type is associated
with a data type definition, wherein the data type definition is one of a user-extendable
set of data type definitions.

43.   The machine-readable medium of claim 42, wherein the data type definition is
represented in a markup language.

Atty Docket No. 500.829US1